



Departmental Quarterly Performance Report

Miami-Dade Community Action Agency

**Reporting Period:
3rd Quarter 2003**

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Department Name: Miami-Dade Community Action Agency
Reporting Period: 3rd Quarter 2003

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

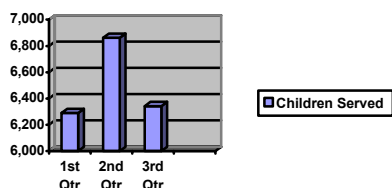
County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility

HH3-1 Head Start

Goal/Strategy: *Improve the conditions in which people live (Provide early childhood development services to low income families with infants, toddlers and preschoolers from birth to 5).*

HH3-1 *Provide early childhood development services to 6,528 young children each quarter.*

A total of 6,342 young children were enrolled in the Head Start/Early Head Start program during the third quarter.



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility

HH3-2 Self-Help Institute

Goal Strategy: *Assist low income people in becoming self-sufficient (Implement family development services for a minimum of 100 low income families each quarter).*

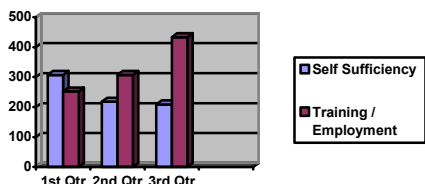
HH3-2 *Implement family development services for a minimum of 100 families each quarter.*

During the third quarter 209 families participated in the initiatives offered through the division.

ED1-2 Self-Help Institute

Provide employment training, job placement and educational enrichment services to 128 low income persons each quarter.

During the third quarter, 433 persons were involved in employment initiatives (107 employment placements and 326 employment services).



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HH4-2 SENIOR PROGRAM

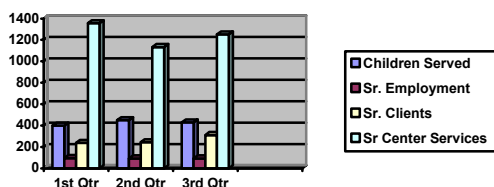
Goal Strategy: Improve the conditions in which low income people live (Coordinate respite care services to frail elderly, disabled adults and at-risk students).

HH4-3 Recruit and deploy elder volunteers to provide respite care/companionship services to at-risk children each quarter.
 During the third quarter, services were provided to 430 children.

HH4-4 Provide work experience, training, and employment assistance to at least 75 persons fifty-five years of age and older annually.
 During the third quarter, 94 persons age fifty-five and older were involved in the program. **The Senior Computer Employment Program did not receive continued funding for the new fiscal year. The grant expired at the end of the third quarter.*

HH4-4 Recruit and deploy elder volunteers to provide respite care/companionship services to 400 frail elderly adults.
 During the third quarter, services were provided to 311 frail elders.

HH4-4 Enhance the social functioning, self-efficiency, emotional and nutritional well-being of 650 seniors by providing center-based services five days per week.
 During the third quarter, 1,252 seniors were involved in center based activities.



X Strategic Plan
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County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility
ED1-2 GREATER MIAMI SERVICE CORPS

Goal/Strategy: Improve the conditions in which low income people live (provide meaningful work experiences and service learning opportunities for GMSC participants).

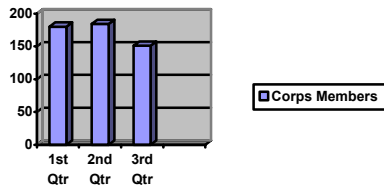
ED1-2 Implement service learning opportunities and vocational and basic educational programs for 260 clients each year.
 During the third quarter, a total of 151 clients were enrolled in the program.

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County Mgr. Priority (Circle One) People Service Technology Fiscal Responsibility

HH5-1 CITIZEN PARTICIPATION

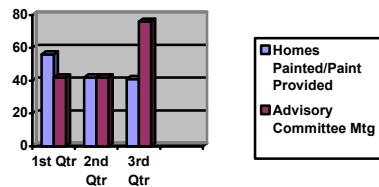
Goal/Strategy: To assist low income persons in owning a stake in their community (Deploy staff to support local citizens in becoming actively involved in their communities).

HH5-1 Directly paint (six houses) and or provide painting supplies (36 homes) to targeted houses each quarter.

During the third quarter, a total of 7 houses were painted; and, a total of 34 homes received painting supplies.

NU2-1 Perform neighborhood outreach initiatives in the 16 CAA targeted communities i.e., 16 monthly community advisory meetings, 9 youth motivational meetings, 2 youth leadership conferences and 2 advisory committee leadership conferences.

During the third quarter, 76 advisory committee meetings were conducted and one youth leadership conference was convened.

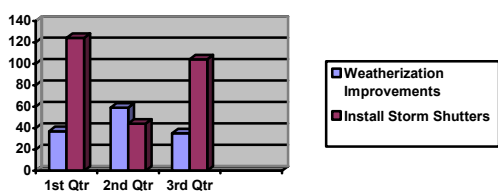


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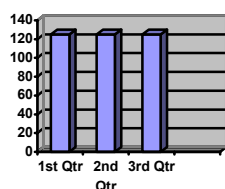
Reporting Period: 3rd Quarter 2003

<div>County Mgr. Priority (Circle One) <u>People</u> Service Technology Fiscal Responsibility</div> <div>HH5-1 ENERGY</div> <div>Goal/Strategy: <i>Improve the conditions in which low income people live (Conduct energy conservation services in low income neighborhoods).</i></div> <div>HH5-1 <i>Provide weatherization and home rehabilitation services to a minimum of 40 homes each quarter.</i> During the third quarter, 35 homes received services.</div> <div>HH5-2 <i>Install Hurricane Storm Panels on a minimum of 64 homes each quarter.</i> During the third quarter, a total of 104 homes received storm panel installation services.</div> <div><table><caption>Weatherization and Storm Shutter Installation Data</caption><thead><tr><th>Quarter</th><th>Weatherization Improvements</th><th>Install Storm Shutters</th></tr></thead><tbody><tr><td>1st Qtr</td><td>40</td><td>120</td></tr><tr><td>2nd Qtr</td><td>60</td><td>50</td></tr><tr><td>3rd Qtr</td><td>40</td><td>100</td></tr></tbody></table></div>	Quarter	Weatherization Improvements	Install Storm Shutters	1st Qtr	40	120	2nd Qtr	60	50	3rd Qtr	40	100	<div><div>X Strategic Plan</div><div>X Business Plan</div><div>Budgeted Priorities</div><div>Customer Service</div><div>Workforce Dev.</div><div>ECC Project</div><div>Audit Response</div><div>Other</div><div>(Describe)</div></div>
Quarter	Weatherization Improvements	Install Storm Shutters											
1st Qtr	40	120											
2nd Qtr	60	50											
3rd Qtr	40	100											
<div>County Mgr. Priority (Circle One) <u>People</u> Service Technology Fiscal Responsibility</div> <div>HH7-2 DEPARTMENT/ADMINISTRATION</div> <div>Goal/Strategy: <i>Achieve partnerships among supporters and providers of services to low income communities and families (develop formal linkages to support the Department in accomplishing its goals).</i></div> <div>HH7-2 <i>Maintain mutually beneficial formal agreements with 125 diverse entities in Miami-Dade County.</i> The Department maintained over 150 formal partnerships during the quarter.</div> <div>Goal/Strategy: <i>To expand the Department's capacity to achieve its results (maintain the deployment of the CAA Quality Assurance Unit).</i></div> <div>HH7-1 <i>Conduct review of all program, fiscal operations and accountability structures within the Department twice per year. Complete an assessment on the Department's IT capabilities (utilizing ITD as a partner in the process).</i> The Department maintained continuous internal reviews through its Quality Assurance Unit. During the third quarter, the Citizen Participation Division received monitoring. The Department also continued its consultations with ITD and E-Gov. regarding the consolidation of its IT operations.</div>	<div><div>X Strategic Plan</div><div>X Business Plan</div><div>Budgeted Priorities</div><div>Customer Service</div><div>Workforce Dev.</div><div>ECC Project</div><div>Audit Response</div><div>Other</div><div>(Describe)</div></div>												

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Formal Partnerships

County Mgr. Priority (Circle One): People Service Technology Fiscal Responsibility

CUSTOMER SERVICE IMPROVEMENTS AND EFFICIENCIES

- During the third quarter, the Department maintained its committed efforts in better tracking, monitoring, evaluating and assessing its internal operations. During the third quarter, employee orientations were given to newly hired staff and division specific training workshops were held for the respective staff in the department.
- The Head Start Family Information System (HSFIS) was utilized to support the Head Start/Early Head Start program in its recruitment efforts during the third quarter.
- The Department, through its Self-Help Institute Division, maintained the use of customer satisfaction surveys to gauge citizen's satisfaction with its self-sufficiency programs and services.
- The Department held successful meetings with a team from E-Gov. to assist it in its efforts in moving towards assessing its IT needs departmentally. The focus of the discussions also centered on assessing how best to consolidate the department's various IT systems in order to foster congruency with the County's IT infrastructure, and to promote enhanced internal capability in comprehensively capturing agency-wide performance measures that can determine departmental impacts and outcomes.

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			567	946	570	376	565	381	578	362

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

GMSC	Accountant 1	1
Head Start	Community Family Service Worker	5
	Curriculum Specialist	1
	Education Specialist	2
	Social Worker 1	31
	Teacher	44
	Teacher Assistant 1	58
	Teacher Assistant 2	20
Early Head Start	Social Worker 1	3
	Teacher Assistant 1	12
	Teacher Assistant 2	11
Citizen Participation	Division Director	1

C. Training:

Date	Name of Training	Division	Amount of Participants
April	PAR Training	Department	13
	HIPPA	Personnel Unit	4
	Orientation	Department	13
July	Orientation – Outside Temps	Department	33
TOTAL			63

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C. Turnover Issues

There were no turnover issues this quarter.

D. Skill/Hiring Issues

Head Start teachers and assistants require the same certification and bachelor degrees as Miami-Dade Public School, however a comparison salaries is not compliable.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

767 County Temporaries, volunteers and Service Corps Workers

183 temporary agency employees

F. Other Issues

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FINANCIAL SUMMARY

(All Dollars in Thousands)

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
♦ 630 / 631 (Operations)	(\$340,955)	(\$1,535,513)	(\$3,311,838)	(\$3,534,935)	
♦ 630 / 632 (Grants)	(\$3,918,782)	(\$6,874,152)	(\$2,541,552)	(\$6,737,407)	
Total	(\$4,259,737)	(\$8,409,665)	(\$5,853,390)	(\$10,272,342)	

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

	PRIOR YEAR Actual	Total Annual Budget	3rd Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
♦ Transfer GF	\$7,912,000	\$6,577,000	\$1,644,250	\$0	\$0	\$0	\$0	N/A
♦ State Grants	1,129,858	2,142,528	\$535,632	85,943	\$1,606,896	198,984	(\$1,407,912)	12%
♦ Federal Grants	57,177,383	57,079,172	\$14,269,793	5,623,411	\$42,809,379	38,259,594	(\$4,549,785)	89%
♦ Fees/Misc Revenue	1,705,123	2,348,967	\$587,242	625,258	\$1,761,725	1,281,142	(\$480,583)	73%
♦ Carryover		845,000	\$211,250	0	\$845,000	769,741	(\$75,259)	91%
Total	\$67,924,364	\$68,992,667	\$17,248,167	\$6,334,612	\$47,023,000	\$40,509,461	(\$6,513,539)	
Expenditures								
Salaries / Fringe	\$26,797,730	\$32,312,989	\$8,078,247	\$7,119,982	\$24,234,742	#####	(\$2,308,119)	90%
Operating	40,155,425	36,566,514	\$9,141,629	9,657,818	\$27,424,886	30,621,630	\$3,196,745	112%
Capital	351,874	113,164	\$28,291	80,926	\$84,873	271,726	\$186,853	320%
Total	\$67,305,029	\$68,992,667	\$17,248,167	\$16,858,726	\$51,744,500	#####	\$1,075,479	

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REVENUE AND EXPENDITURE NOTES:

Note 1: State Revenues are delayed based on the reimbursement cycles with the grants.

Note 2: Miscellaneous Revenues reimbursed after expense.

Note 3: Personnel and Operating expenditures based on increased grant modification that will be incorporated in the Supplement.

Note 4: Capital expenditures based on increased grant modification that will be incorporated in the Supplement.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date_____